# CHAPTER 7 - SUPPORT SERVICES FOR SELECTED RESERVE PERSONNEL AND NAVAL RESERVE ACTIVITIES

- 700. <u>Introduction</u>. Selected Reservists and Naval Reserve activities (NRA's) have different personnel support requirements because of the various Naval Reserve programs, the methods by which they affiliate, transfer, are released, and their personnel accounting system. Additionally, they have a unique automated personnel event reporting system titled, "Reserve Standard Training Administration and Readiness System (RSTARS)" which operates on its own hardware, and has different application software and system architecture from SDS. This chapter outlines the services that are provided to supported collocated Naval Reserve activities and their assigned Selected Reserve personnel.
- 701. <u>PERSUPP DET Functions</u>. The following personnel support services are accomplished by the PERSUPP DET.
- a. Maintain officer and enlisted service records. Make entries to service record pages and file documents in the service record per the MILPERSMAN, as required. Keep the record accurate and up-to-date at all times and verify records at times prescribed by the MILPERSMAN. Provide information and extracts from service records to authorized personnel. Triennial inspections conducted by Commander, Naval Reserve Force, Reserve Readiness Commands and Naval Air Reserve activities (Echelons 3 and 4) require access to service records to facilitate the verification of the RSTARS database. The Quality Assurance Inspection of all service records rests solely with the cognizant Personnel Support Activity. Any discrepancies found should be reported to the PERSUPP DET and the PERSUPPACT.
- b. Prepare personnel events in RSTARS to report gains and losses and to maintain those data elements that are the responsibility of the PERSUPP DET. (See article 704).
- c. Process officer and enlisted transfers. (See below for interface functions).
- d. Process officer and enlisted separations, retirements, and reenlistments/extensions. (See below for interface functions).
- e. Perform service record verifications and certifications for members and customer commands.
- f. Process enlisted evaluations as described in chapter 5 with the exception of follow-up tickler reports. These tickler

reports and the tracking of late evaluations are the responsibility of the Commanding Officer of the Reserve activity.

- g. Verify the Dependency Application/Report of Emergency Data (NAVPERS 1070/602) at times prescribed by MILPERSMAN. Prepare new Page 2's when required. Update the Defense Eligibility Enrollment Reporting System (DEERS) when required.
- h. Issue and control Armed Forces identification cards for Selected Reserve personnel. Update DEERS database.
- i. Issue and control Department of Defense Guard and Reserve Family Member Identification card, DD 1173-1. Update DEERS database.
- j. Provide standard and ad hoc reports from RSTARS per mutual agreement to assist customer commands in personnel management. (Until such time as RSTARS is on-line at PERSUPP DETs, Navy Reserve activities will provide these reports to their respective PERSUPP DETs. COMNAVMILPERSCOM WASHINGTON DC 182226Z SEP 89 refers). OICs of PERSUPP DETs and COs of Reserve activities will come to an equitable timeshare agreement for RSTARS support. PERSUPP DETs will have access during normal working hours and on drill weekends.
- k. Order, maintain custody of and administer performance tests, military leadership and Navy-wide advancement examinations for eligible personnel attached to customer commands. Prepare advancement worksheets. (See chapter 5 for interface functions.)
- 1. Order and stock rate training manuals, answer keys and Personnel Advancement Requirement (PAR) sheets in sufficient quantity to provide "off-the-shelf" service, where possible, to the population supported.
- m. Order officer and enlisted resident and non-resident correspondence courses for individuals. Track orders and initiate tracer actions, if required.
- n. Assist personnel in completing requests for change of program (VA 22-1995) and application for enrollment certification (VA 22-1990A) and verify eligibility.
- 702. <u>Interface Functions</u>. The following functions are accomplished partly by the customer command and partly by the PERSUPP DET as indicated. Additionally, the interface functions listed below will be accomplished as set forth in chapter 5.

ASVAB Retesting Casualty Reports and Assistance Examinations and Advancements NEC Requests Personnel Reliability Program Screenings Record Entries Containing Adverse Material Security Clearances UCMJ Article 137 Briefings Unit Awards

#### Annual Training (AT) a.

#### Performed at Parent Reserve Activity

Certifies physical qualification and CUSTOMER COMMAND:

instructs member to report to PERSUPP

DET for accounting purposes per

orders.

Verifies NAVPERS 1070/602 with PERSUPP DET:

member. Endorses AT orders, updates

RSTARS and makes service record

entries. Instructs member to report

to reserve activity to carry out

remainder of orders.

### Performed at other than Parent Reserve Activity

Forwards copy of orders to PERSUPP CUSTOMER COMMAND:

> DET upon receipt. Instructs member to report to PERSUPP DET to pick-up

verified and certified copy of

NAVPERS 1070/602. Provides security clearance information to AT command, as required. Upon return of member from AT (first drill day following AT), forwards copy of endorsed AT

orders, NAVCOMPT 2120, any

modifications and endorsements to

PERSUPP DET.

Verifies NAVPERS 1070/602 with PERSUPP DET:

> member. Attach certified copy to orders. Instructs member to carry out reporting instructions on orders.

Upon receipt of copy of completed

#### OPNAVINST 1000.23B

3 0 AUG 1993

orders with NAVCOMPT 2120, updates RSTARS and makes service record entries.

b. Armed Forces Reserve and Naval Reserve Meritorious Service Medals (NRMSM)

PERSUPP DET:

Provides monthly listing of personnel

eligible during upcoming month.

CUSTOMER COMMAND:

Upon receipt of monthly list screens Historical Summary Sheets, Drill Muster Cards (NAVPERS 1570/12) or RSTARS report, as appropriate. If not entitled, notes reason. Verifies list and return list to PERSUPP DET

within 30 days of member's

eligibility date.

PERSUPP DET:

Upon receipt of verified list, makes service record entries, prepares certificate (NRMSM only) for signature by Naval Reserve activity CO and forwards to command.

c. Enlisted Receipts (New Enlistments)

CUSTOMER COMMAND:

Immediately upon enlistment, forwards copy of new DD 4 and DD 1966 to PERSUPP DET. Within 5 working days of enlistment, forward completed service record consisting of DD 4 (new), completed NAVPERS 1070/602, 604, 605, 609, 613, prior DD 214s and required NAVRES forms (e.g., NAVRES 1301/4, 1321/1, 1326/2, 1326/4, 1326/5) to PERSUPP DET with copy of request for source document for prior security investigation.

Note: Copies of NAVPERS 1070/604, 605, 609 and DD 214 from prior USN/USNR service are required with new enlistment record. If missing, submit request for missing service record pages as required, copy to PERSUPP DET.

PERSUPP DET:

Prepares RSTARS entry. Forwards DD 4 and DD 1966 and pending change report to Naval Reserve Personnel Center (NAVRESPERSCEN) on the same day as the gained event. Pending change report must be stapled to DD 1966. Notifies customer command of inconsistencies.

d. Enlisted Receipts (All others)

CUSTOMER COMMAND:

If member affiliates with service record, forwards record to PERSUPP DET.

If member affiliates without service record, forwards copy of NAVRES 1326/2 or NAVRES 1326/4, as appropriate, to PERSUPP DET. (Direct phone liaison between service record holder and supporting PSD as needed)

PERSUPP DET:

Prepares RSTARS entry. Sends copy of NAVRES 1326/2 or NAVRES 1326/4 to last command holding record. Upon receipt of record, updates as required.

e. Enlisted Transfer Between Units and to NAVRESPERSCEN

CUSTOMER COMMAND:

Upon approval of transfer by unit CO, forwards approved request (i.e., NAVRES 1326/2, 1326/4 or 1326/5, as appropriate), enlisted performance evaluation, personal drill folder. Health and Dental Record to PERSUPP DETs.

PERSUPP DET:

Prepares RSTARS entry. Makes service record entries. Forwards record to new command.

f. Enlisted Voluntary Transfer to Retired Reserve Without Pay or Naval Reserve Retired List With Pay

CUSTOMER COMMAND: Counsels member and determines basic

eligibility. Prepares member's

request and submits to NAVRESPERSCEN via member's CO and PERSUPP DET in

format set forth in BUPERSINST

1001.39A.

PERSUPP DET: Verifies eligibility, prepares

endorsement and forwards to

NAVRESPERSCEN.

g. Reenlistment/Extension/Separation on Expiration of Mandatory Drill Obligation

PERSUPP DET: Notifies customer command monthly of

individuals within 6 months of expiration of obligated service

(EOS).

CUSTOMER COMMAND: Wit

Within 45 days of EOS or desired

reenlistment date, notifies PERSUPP

DET of member's intentions. Schedules reenlistment/extension

physical, appropriate ceremony, and notifies PERSUPP DET of physical date

and results.

Determines eligibility for Selected Reserve reenlistment or extension incentive program. Notifies PERSUPP

DET of entitlement.

Monitors incentive program,

terminates entitlement and initiates

recoupment, when necessary.

PERSUPP DET Processes reenlistment/extension or

separation. Obtains necessary

signatures and provides reenlistment

documents to customer command for

ceremony.

h. Officer Attrition Letters

CUSTOMER COMMAND: Endorses attrition letter and

forwards to PERSUPP DET. Prepares

fitness report, as required.

PERSUPP DET: Prepares NAVRES 1321/2, closes out

service record and forwards to

NAVRESPERSCEN.

Prepares RSTARS entry.

i. Officer Change in Class of Service (Screening of Ready Reserve)

CUSTOMER COMMAND: Forwards copy of notification to

PERSUPP DET.

PERSUPP DET: Prepares and distributes NAVRES

1321/1.

Upon receipt of listing from BUPERS of Selected Reserve officers whose statutory obligation or Ready Reserve Agreement (NAVPERS 1200/1) has or will expire the following 1 October/1 April, screens service record for accuracy and prepares NAVRES 1321/2.

j. Officer CO/OIC Orders

CUSTOMER COMMAND: Forwards letter to member advising of

selection.

PERSUPP DET: Issues orders designating officer as

CO/OIC/reserve coordinator based on Naval Reserve Readiness Command (NAVRESREDCOM) NAVRES 1301/5. Makes

required distribution of orders upon

receipt.

Prepares RSTARS entry. Prepares modification to orders for member

being relieved, when directed. Processes annual renewal/termination

of assignments, as directed.

#### OPNAVINST 1000.23B

### 3 0 AUG 1993

Officer Order Modification/Termination of Unit Assignment k.

CUSTOMER COMMAND: Prepares/submits fitness report.

Screens NAVRES 1301/5 and forwards to

PERSUPP DET.

PERSUPP DET: Prepares NAVRES 1321/1 and makes

appropriate distribution. Upon termination, forwards health, dental and service records to NAVRESPERSCEN.

Prepares RSTARS entry.

1. Officer Promotions

CUSTOMER COMMAND: Prepares and forwards notification

letter to member.

Upon determination of physical qualification and on the prescribed

date, prepares, signs, and

distributes appointment letter.

Prepares and forwards congratulatory

letter to member.

Schedules and conducts ceremony and

delivers original appointment to

member.

Upon receipt of permanent appointment from BUPERS, endorses and forwards original to member for signature and

return.

Forwards service record copy to

PERSUPP DET.

PERSUPP DET: Files copy of appointment letter in

service record. Forwards copy to DFAS Cleveland for Ensign/Lieutenant junior grade/Admiral, for other ranks

prepares RSTARS entry IAW RSTARS

procedures manual.

m. Officer Qualification Questionnaire (OQQ) (NAVRES 1301/4)

CUSTOMER COMMAND:

Prepares initial OQQ and submits to PERSUPP DET. Notifies PERSUPP DET when member is nominated for CO/OIC billet or when significant changes occur.

PERSUPP DET:

Initiates update of OQQ every 2 years. Forwards copy of OQQ to individual upon request, when nominated for CO/OIC billet, or when notified that significant changes have occurred. Prepares and distributes smooth OQQ.

n. Officer Receipts (New Affiliations)

CUSTOMER COMMAND:

Initiates NAVRES 1321/1 by completing sections A and B and forwards to PERSUPP DET with smooth OQQ, NAVPERS 1070/602, and Ready Reserve Agreement (NAVPERS 1200/1).

Completes Section C of NAVRES 1321/1 and make appropriate distribution. Endorses and mails NAVPERS 1200/1.

PERSUPP DET:

Upon receipt of records, reviews for completeness and makes service record entries. Forwards health and dental records and notification of any security investigation requirements to customer command.

o. Officer Resignations

CUSTOMER COMMAND: Upon receipt o

Upon receipt of discharge certificate cover letter from NAVRESPERSCEN,

forwards to PERSUPP DET.

PERSUPP DET:

Prepares, signs, and distributes

NAVRES 1321/1.

Closes out service record and forwards service record, health and

dental record to NAVRESPERSCEN. Prepares RSTARS entries.

#### p. Officer Retirements

CUSTOMER COMMAND: Prepares endorsement to member's

request and forwards via PERSUPP DET.

PERSUPP DET:

Prepares second endorsement and

forwards request.

Prepares and distributes NAVRES

1321/1.

Closes out service record and

forwards to NAVRESPERSCEN. Prepares

RSTARS entry.

q. Officer Transfers Between Units and Receipts from Other Commands

CUSTOMER COMMAND: Approves/disapproves NAVRES 1301/5

and forwards approved requests to PERSUPP DET with member's personal drill folder. Prepares fitness

report. If the officer is affiliated with a unit other than at local drill

site, forward NAVRES 1321/1s to

PERSUPP DET.

PERSUPP DET: Upon receipt of approved NAVRES

1301/5, prepares and distributes
NAVRES 1321/1. Requests service

record, if required. Prepares RSTARS

entry.

r. Personnel Accounting

CUSTOMER COMMAND: Provides accounting information and

updates to PERSUPP DET.

PERSUPP DET: Prepares gain and loss events in

RSTARS and maintains RSTARS data base

elements under the PERSUPP DET's

cognizance.

Verifies and takes corrective action per RSTARS reports for all RUIC's supported. Annotates changes and provides copy to customer command.

- s. Reserve travel is arranged centrally from NAVPTO New Orleans, however, PERSUPP DETs provide any travel assistance that may be required while the Reserve traveler is enroute.
- 703. RSTARS Support. PCANYWHERE software is the only acceptable method of entering data from the PERSUPP DET into the RSTARS host module, unless PERSUPP DET has direct access to the host module at the reserve activity. No other means of communicating/entering data into the RSTARS host module will be used without the written consent of COMAVRESFOR (Code 10) and BUPERS (Pers-331).
- a. Listed below are the RSTARS data elements that colocated PERSUPP DETs are responsible for maintaining. Naval Reserve activities colocated with PERSUPP DETs will forward all correspondence pertaining to these data elements to their respective PERSUPP DETs. Any questions pertaining to ownership/responsibilities of RSTARS data elements should be addressed to COMNAVRESFOR (Code 22) and BUPERS (Pers-331).

| RSTARS DATA ELEMENT   | SOURCE DOCUMENT/ APPLICABLE SERVICE RECORD PAGE |
|---|---|
| Social Security Number Name Ruic Date Assigned to Unit Home Address Street Line 1 | All<br>Page 5<br>Page 5<br>Page 2               |
| (dependents) Home Address Street Line 2 (dependents) Home Address City            | Page 2  |
| (dependents) Home Address State (dependents)                                      | Page 2  |
| Home Address Zip (dependents)   | Page 2  |
| Date of Birth Sex Code Race Abbreviation  | Page 1<br>Page 1<br>Page 1                      |
| Ethnic Group Code   | Page 1  |

| Citizenship Code                    | Page 1            |
|-------------------------------------|-------------------|
| Member's Marital Status             | Page 2            |
| Number of Dependents                | Page 2            |
| Dependency Code - Primary           | Page 2            |
| Spouse SSN                          | Page 2            |
| Military Spouse Service Component   | Page 2            |
| Military Spouse Duty Affiliation    | Page 2            |
| Military Spouse Branch of Service   | Page 2            |
| Military Spouse Class               | Page 2            |
| Dependency Code - Secondary         | Page 2            |
| Date Page Two Last Verified         | Page 2            |
| Years of Education                  | Page 3/4          |
| School Status Code                  | Page 3/4          |
| AFQT Scores                         | Page 3/4          |
| Initial Entry into Military Service | Page 1            |
| Source of Initial Entry/Induction   | Page 1            |
| Initial Entry into Reserve Force    | Page 1/DD-214     |
| Pay Entry Base Date                 | Page 1/DD-214     |
| Prior Military Service Code         | Page 1/DD-214     |
| Date Released from Active Duty      | DD-214            |
| Total Active Service                | DD-214            |
| Active Military Service Code        | DD-214            |
| Career Sea Pay                      | Page 13           |
| Awarded Vietnam Decoration/Medal    | Page 4/DD-214     |
| On ACDU During Korean Crisis        | Page 5/DD-214     |
| Invol Recalled for Berlin Crisis    | Page 5/DD-214     |
| Invol Recalled for Vietnam          | Page 5/DD-214     |
| Invol Recalled for Cuban Crisis     | Page 5/DD-214     |
| Amount of Leave Sold                | Page 13/DD-214    |
| Current Enlistment Date             | Page 1/5/9        |
| Number of NAVRES Enlistments        | DD-214/Page 15    |
| Date Eligible for Transfer to IRR   | Page 1/DD-214     |
| Date of Last Evaluation             | Page 9            |
| Member's Rate                       | Page 4/9          |
| Date of Rate                        | Page 4/9          |
| Primary NEC                         | Page 4            |
| Enlisted Designator                 | _                 |
| Armed Forces Reserve Medal          | Page 4            |
| NAVRES Meritorious Service Medal    | Page 4            |
| Member's Rank                       | Page 4            |
| Date of Rank                        | Oath & Acceptance |
| bace of Kank                        | Oath & Acceptance |

704. Residual Functions. The following personnel administration functions are the sole responsibility of the customer command and require little or no interaction between the customer command and the PERSUPP DET. In some cases, the PERSUPP DET may be required to provide information from the service record, report actions by

submission of RSTARS entries, and file documents in the member's service record per the MILPERSMAN.

Career counselling Congressional inquiries Correspondence course grading Commissary Privilege Cards (DD 2529) Drill reporting/monitoring Indoctrination (PERSUPP DET may brief PERSUPP DET operations) Injury reports and Line of Duty (LOD) investigations Letter of indebtedness Liberty cards Manpower planning and administration Officer fitness reports Personal awards/recommendations/letters of commendation or appreciation, including procurement of medals/ribbons Readiness and training reporting Reenlistment/retirement ceremonies Reserve Montgomery GI bill counselling and issuance of Notification of Basic Eligibility (NOBE) Security access lists Service school quota requests Temporary flight orders Naval Reserve Incentive Programs (bonus)